

Agency Management

The purpose of the Agency Management Program is to provide the operational support to the agency so they have the necessary tools to achieve operational and programmatic results. The program primarily supports the Citywide Strategic Priority area of *Making Government Work*.

The Agency Management Program is made up of 13 Activities. The activities included in this program are: Personnel, Training & Employee Development, Labor Relations, Contracting and Procurement, Property Management, Information Technology, Financial Management, Risk Management, Legal Services, Fleet Management, Communications, Customer Service, and Performance Management. A Summary Table of Expenditures and FTEs follows for the Program and its Activities. Data analysis of each Activity follows the Summary Table.

TOTAL EXPENDITURES (000's) AND FULL TIME EQUIVALENT EMPLOYEES BY PROGRAM AND ACTIVITY				
<i>FY2004 ACTUAL, FY2005 REVISED BUDGET, AND FY2006 PROPOSED BUDGET</i>				
Department of Mental Health		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Agency Management	Total Expenditures	\$16,581	\$19,255	\$20,546
	Total FTEs	160	153	188
Personnel	Expenditures	\$1,087	\$1,377	\$1,423
	FTEs	14	16	16
Training & Employee Development	Expenditures	\$1,059	\$1,310	\$1,448
	FTEs	11	12	13
Labor & Employment	Expenditures	\$407	\$418	\$424
	FTEs	5	5	5
Contract & Procurement	Expenditures	\$697	\$739	\$707
	FTEs	9	9	9
Property Management	Expenditures	\$3,555	\$2,865	\$3,341
	FTEs	2	2	2
Information Technology	Expenditures	\$5,043	\$6,165	\$6,786
	FTEs	28	29	41
Financial Management	Expenditures	\$2,671	\$3,015	\$3,288
	FTEs	56	45	68
Risk Management	Expenditures	\$186	\$243	\$224
	FTEs	2	2	2
Legal Services	Expenditures	\$180	\$693	\$854
	FTEs	4	3	4
Fleet Management	Expenditures	\$1,126	\$1,711	\$1,666
	FTEs	21	22	21
Communications	Expenditures	\$186	\$274	\$326
	FTEs	6	6	8
Customer Services	Expenditures	\$386	\$341	\$60
	FTEs	2	2	0
Performance Management	Expenditures	\$0	\$104	\$0
	FTEs	0	1	0

Personnel Activity

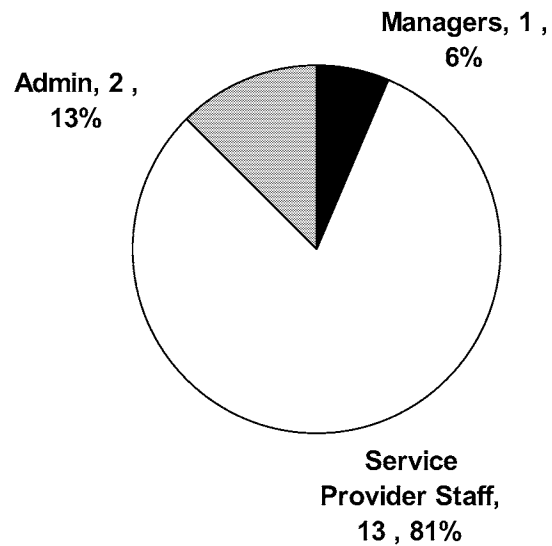
The purpose of the Personnel Activity is to provide human resources services to department management so they can hire, manage, and retain a qualified and diverse workforce.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Personnel	Expenditures	\$1,087	\$1,377	\$1,423
	FTEs	14	16	16

Employees

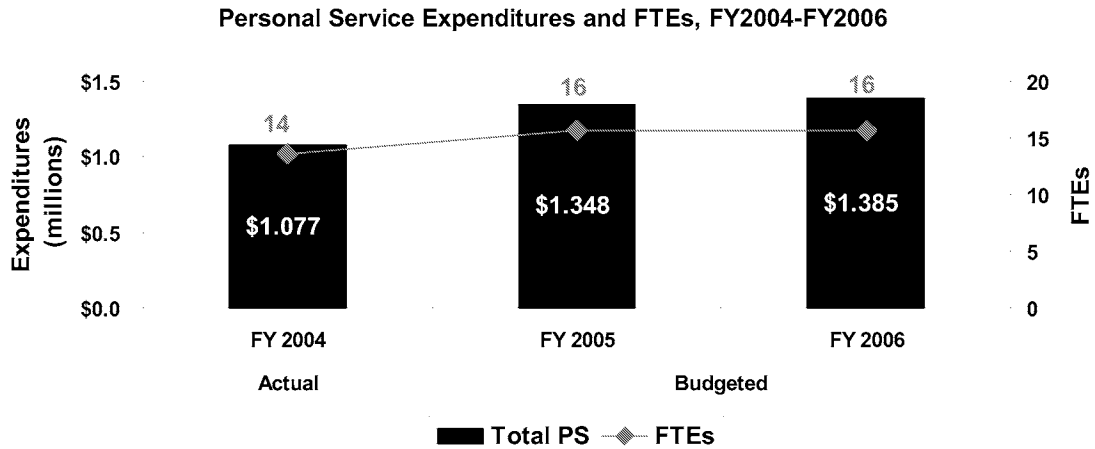
Direct service provider staff constitutes approximately 81% (13) of the employees in the Personnel Activity. Administrative Support staff make up 13% (2) of employees and there is one (1, 6%) Manager.

Positions by Span of Control, FY2006
(Category, Number, Percent)



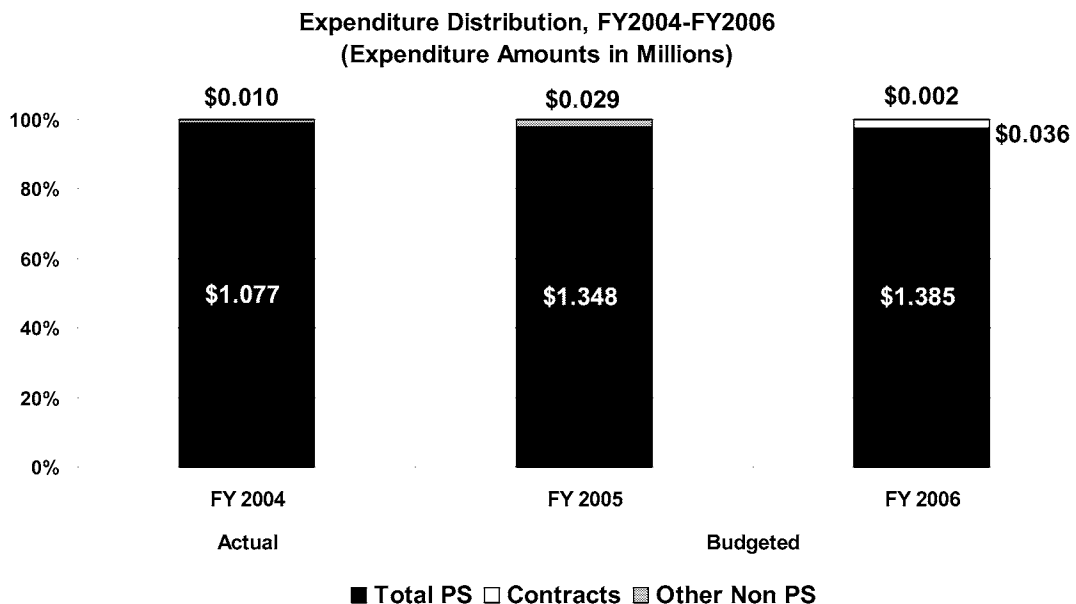
Compensation

Personal Service expenditures are budgeted to increase approximately 25% from the FY 2004 actual amount (\$1.1 million) to the FY 2006 budgeted amount (\$1.4 million). FTEs are projected to increase 15% across the same period: 14 FTEs for FY 2004 to 16 FTEs for FY 2006.



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Personal Service expenditures represent the vast majority of total expenditures in each of the three-years discussed: 99% (approximately \$1.1 million) in FY 2004, 98% (approximately \$1.3 million) in FY 2005 and 97% (approximately \$1.4 million) in FY 2006.



Training & Employee Development Activity

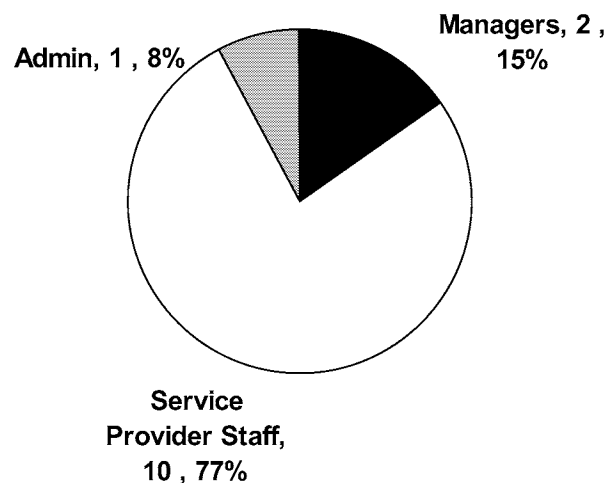
The purpose of the training and employee development activity is to provide training and career development services to department staff so they can maintain/increase their qualifications and skills.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Training & Employee Development	Expenditures	\$1,059	\$1,310	\$1,448
	FTEs	11	12	13

Employees

Budgeted for FY 2006, 77% (10) of the employees in the Training and Employee Development Activity are direct service providers. There is one (1) Administrative Support staff member and two (2) Managers.

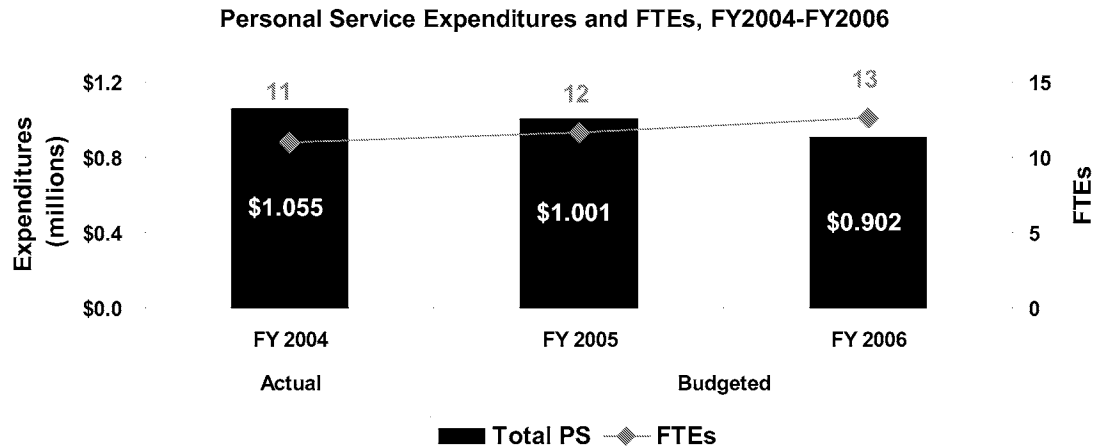
**Positions by Span of Control, FY2006
(Category, Number, Percent)**



Compensation

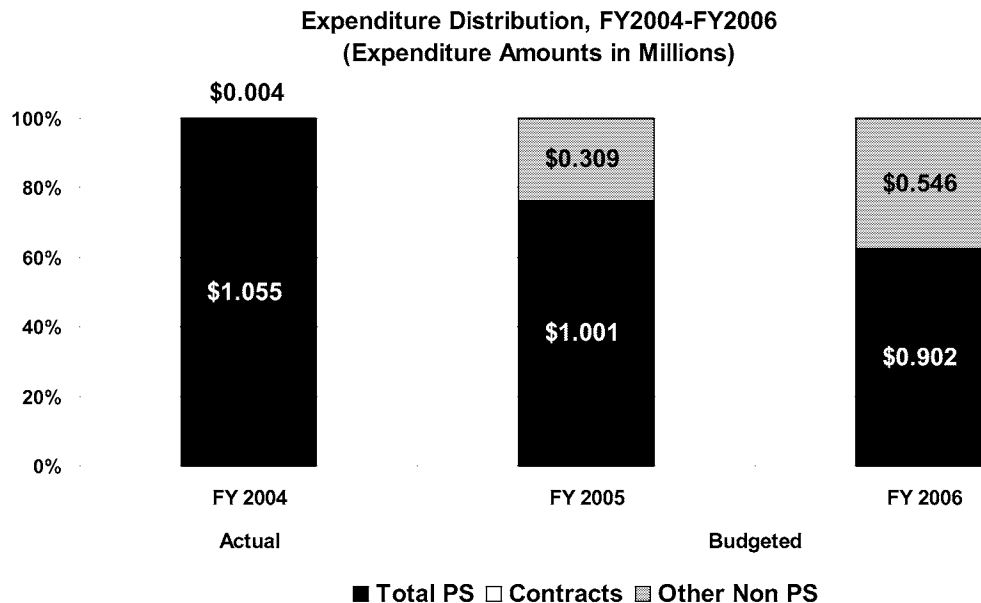
Personal Service expenditures are budgeted to decrease slightly across the three-year period from approximately \$1.1 million in FY 2004 to \$1.0 million in FY

2005 to \$902,000 in FY 2006, for an overall decrease of 14%. In contrast, FTEs are projected to increase slightly from 11 in FY 2004 to 12 in FY 2005 to 13 in FY 2006, for an overall increase of 15% (taking into account rounding of FTEs).



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Contract expenditures are not represented in the Training and Employee Development Activity. Personal Service expenditures, while decreasing across the three-year period, represent the majority of total expenditures: 99% (approximately \$1.1 million) in FY 2004, 77% (approximately \$1.0 million) in FY 2005 and 62% (approximately \$902,000) in FY 2006. Other Non Personal Service expenditures are increasing across the time period, accounting for less than one percent (<1%) in FY 2004, approximately 23% in FY 2005 and 38% in FY 2006.



Labor & Employment Activity

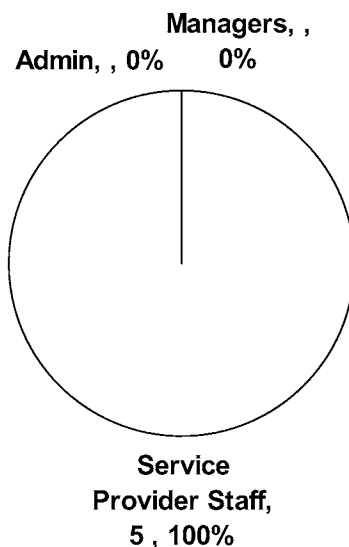
The purpose of the Labor & Employment Activity is to create a structure in which the department can proactively and collaboratively resolve workplace issues.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Labor & Employment	Expenditures	\$407	\$418	\$424
	FTEs	5	5	5

Employees

One hundred percent (100%) or five (5) employees are Service Provider Staff in the Labor and Employment Activity.

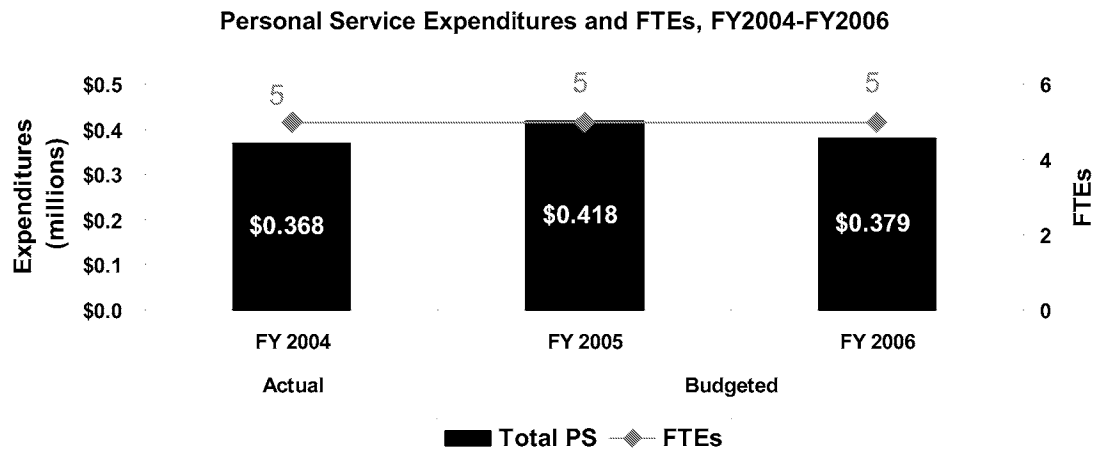
Positions by Span of Control, FY2006 (Category, Number, Percent)



Compensation

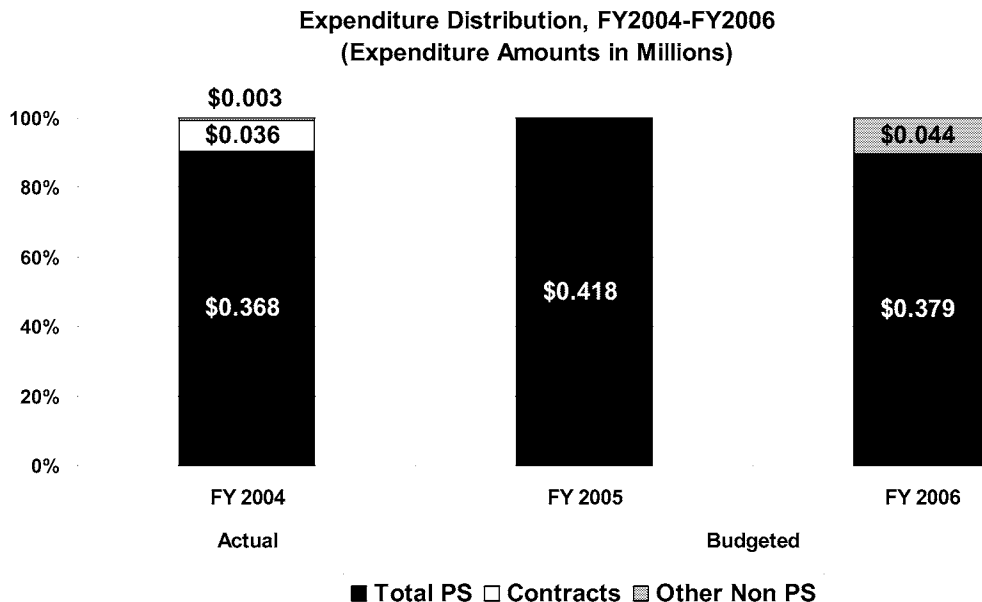
Personal Service expenditures remain fairly steady across the three-year time period fluctuating up only three percent (3%) from a FY 2004 actual of \$368,343

to a budgeted FY 2006 of approximately \$379,000. FTEs remain constant at five (5) for the three-year period.



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Contract expenditures (\$35,720) only appear in FY 2004. The majority of total expenditures are made up of Personal Services: 91% (approximately \$368,000) in FY 2004; 100% (approximately \$418,000) in FY 2005; and 90% (approximately \$379,000) in FY 2006.



Contract & Procurement Activity

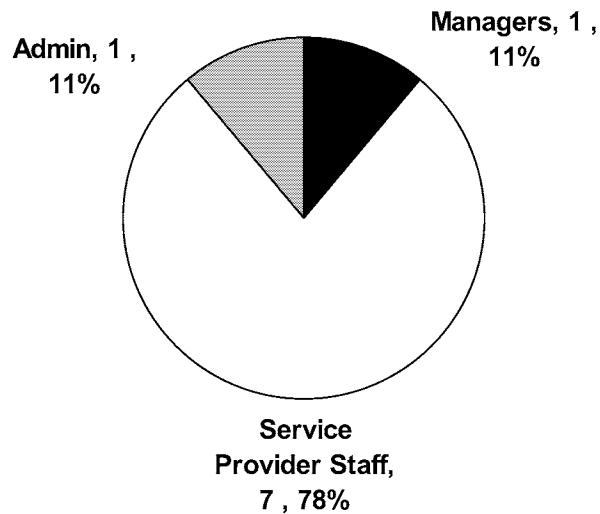
The purpose of the Contract & Procurement Activity is to provide contracts management, purchasing, and technical assistance to department management and staff so they can obtain the services and commodities they need within budget, on time, and according to customer specifications.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Contract & Procurement	Expenditures	\$697	\$739	\$707
	FTEs	9	9	9

Employees

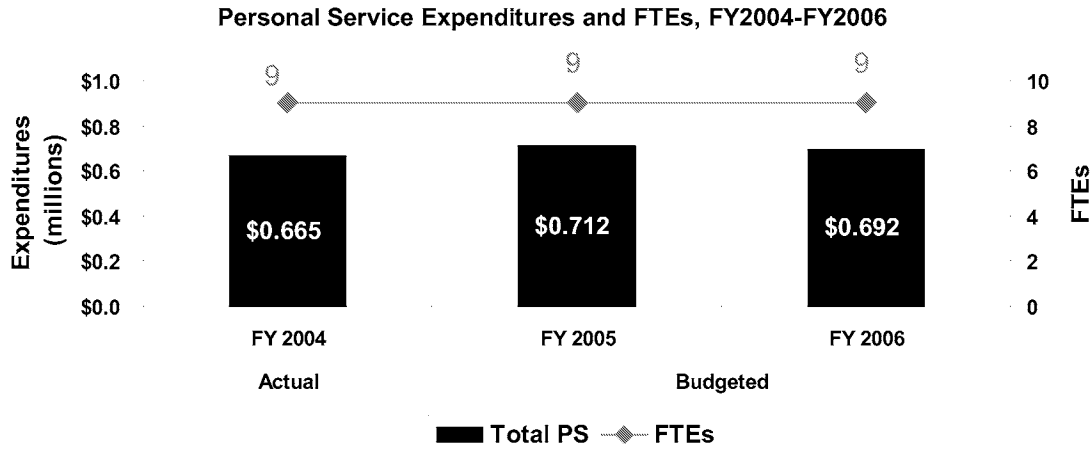
Service Provider staff constitutes 78% (7) of the employees in the Contract & Procurement Activity. There is only one (1) Administrative Support staff person and one (1) Manager.

**Positions by Span of Control, FY2006
(Category, Number, Percent)**



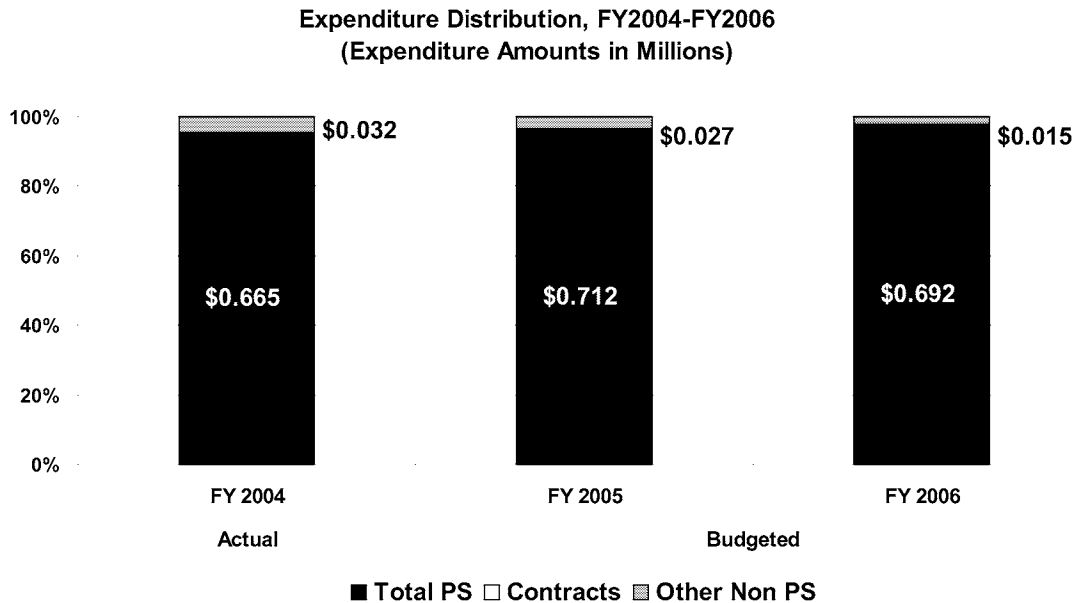
Compensation

Personal Service expenditures remain fairly steady across the three-year time period fluctuating up only four percent (4%) from a FY 2004 actual of \$664,855 to a budgeted FY 2006 of approximately \$692,000. FTEs remain constant at nine (9) for the three-year period.



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Contract expenditures are not represented in the Contract & Procurement Activity. The majority of total expenditures are made up of Personal Services: 95% (approximately \$665,000) in FY 2004; 96% (approximately \$712,000) in FY 2005; and 98% (approximately \$692,000) in FY 2006.



Property Management Activity

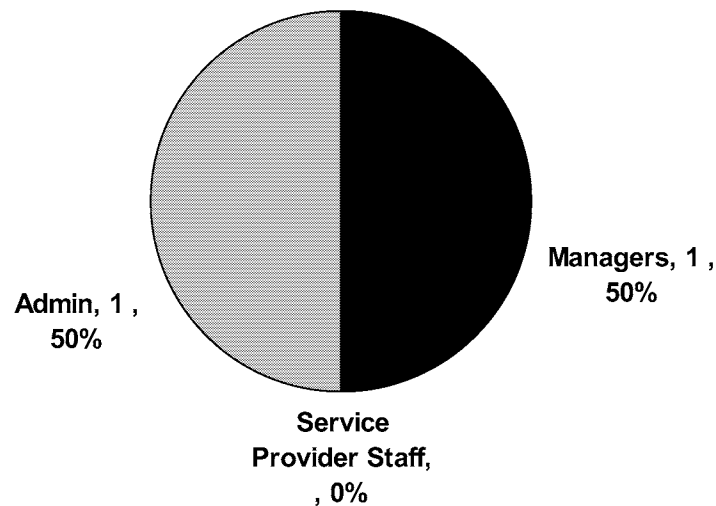
The purpose of the Property Management Activity is to provide real estate and facility services to agencies to meet their real estate/facility needs so they can meet their programmatic goals to department staff a timely, efficient, and effective manner in keeping with current District operations, industry standards and best practices.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Property Management	Expenditures	\$3,555	\$2,865	\$3,341
	FTEs	2	2	2

Employees

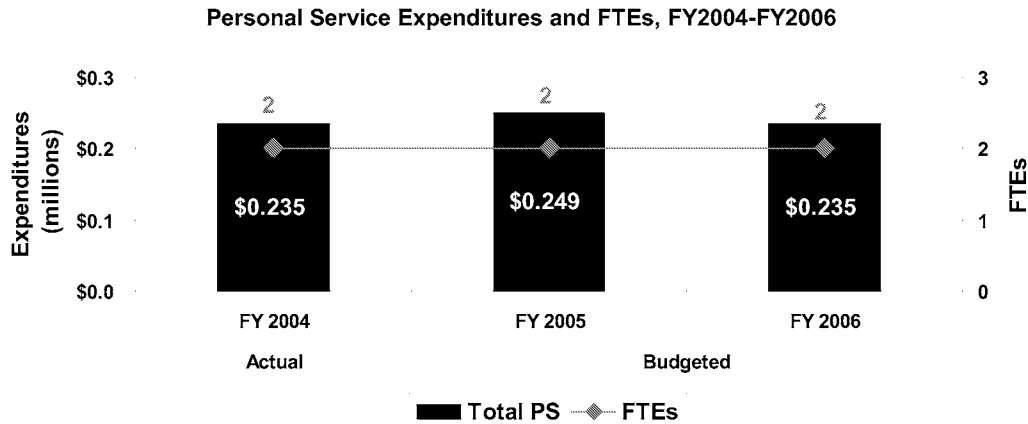
There are two (2) employees in the Property Management Activity. One (1) is a Manager and the other is an Administrative Support person.

**Positions by Span of Control, FY2006
(Category, Number, Percent)**



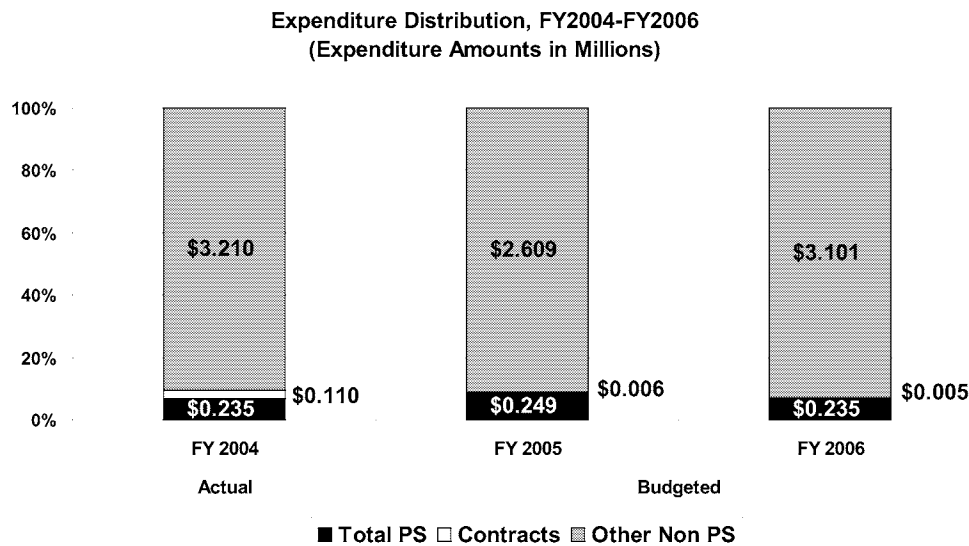
Compensation

Personal Service expenditures remain steady across the three-year time period fluctuating up only six percent (6%) in FY 2005 (approximately \$249,000) from a FY 2004 actual of \$235,195 and then back down to a budgeted FY 2006 of approximately \$235,000. FTEs remain constant at two (2) for the three-year period.



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Contract expenditures represent a very small portion of total expenditures: approximately \$110,000 (3%) in FY 2004 and less than one percent (<1%) in both FY 2005 (approximately \$6,000) and FY 2006 (approximately \$5,000). The majority of total expenditures are represented by Other Non Personal Services (Supplies & Equipment, Fixed Costs, and Other) expenditures: 90% (approximately \$3.2 million) in FY 2004; 91% (approximately \$2.6 million) in FY 2005; and 93% (approximately \$3.1 million) in FY 2006.



Informational Technology Activity

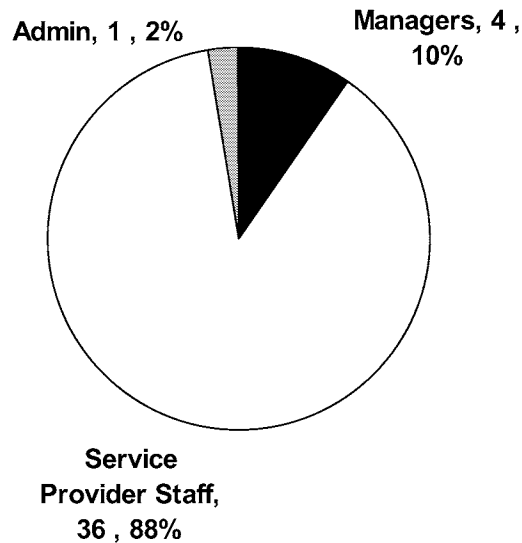
The purpose of the Information Technology Activity is to provide network, telephone, and computer hardware and software support and information services to department management and staff so they can use technologies to produce, communicate, and manage information without undue delay.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Information Technology	Expenditures	\$5,043	\$6,165	\$6,786
	FTEs	28	29	41

Employees

Service Provider staff constitutes 88% (36) of the employees in the Information Technology Activity. There is one (1) Administrative Support staff person and four (4) Managers.

Positions by Span of Control, FY2006
(Category, Number, Percent)

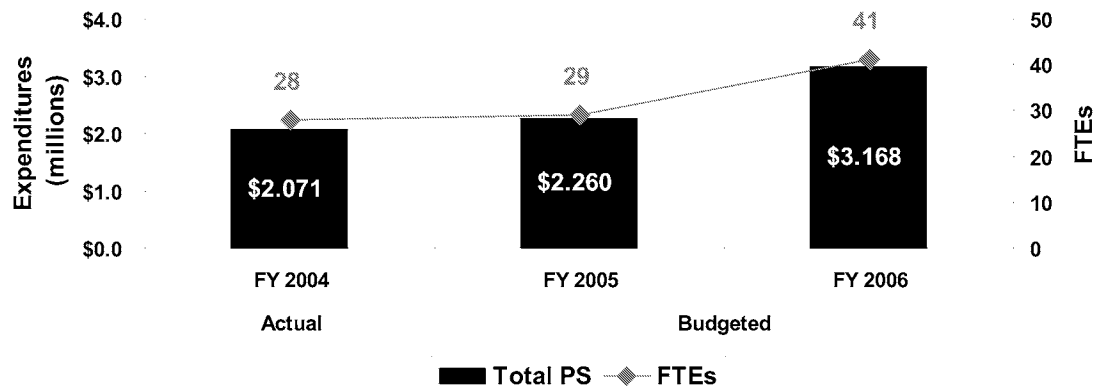


Compensation

Personal Service expenditures are fairly constant between FY 2004 (approximately \$2.1 million) and FY 2005 (approximately \$2.3 million), increasing

only nine percent (9%), while FTEs increased one (1) from 28 to 29 during the same period. However, Personal Service expenditures rise approximately 40% from FY 2005 to FY 2006 (approximately \$3.2 million), with an increase of 12 FTEs from 29 to 41.

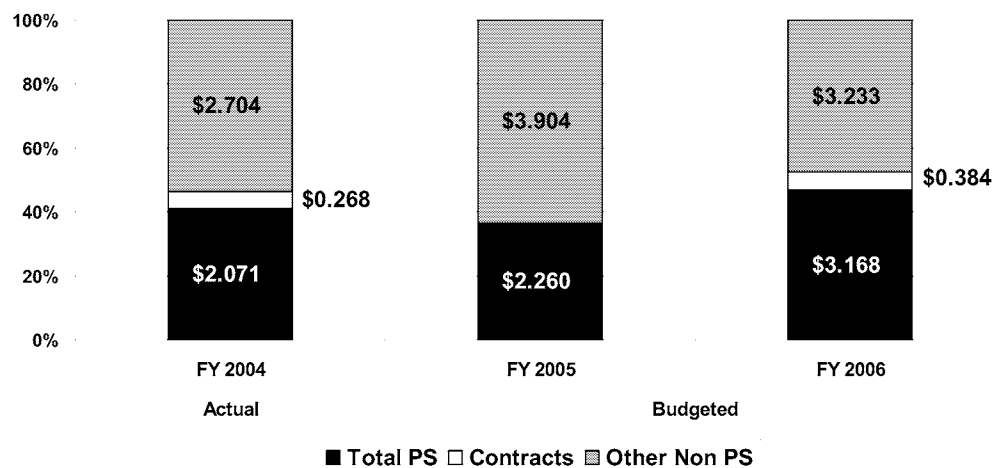
Personal Service Expenditures and FTEs, FY2004-FY2006



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Contract expenditures represent a very small portion of total expenditures across the three-year period: five percent (5%) in FY 2004; zero percent (0%) in FY 2005; and six percent (6%) in FY 2006. The majority of total expenditures in each of the three years listed is Other Non Personal Services (Supplies & Equipment, Fixed Cost, Subsidies, and Other) expenditures: 54% (approximately \$2.7 million) in FY 2004; 63% (approximately \$3.9 million) in FY 2005; and 48% (approximately \$3.2 million) in FY 2006.

Expenditure Distribution, FY2004-FY2006
(Expenditure Amounts in Millions)



Financial Management Activity

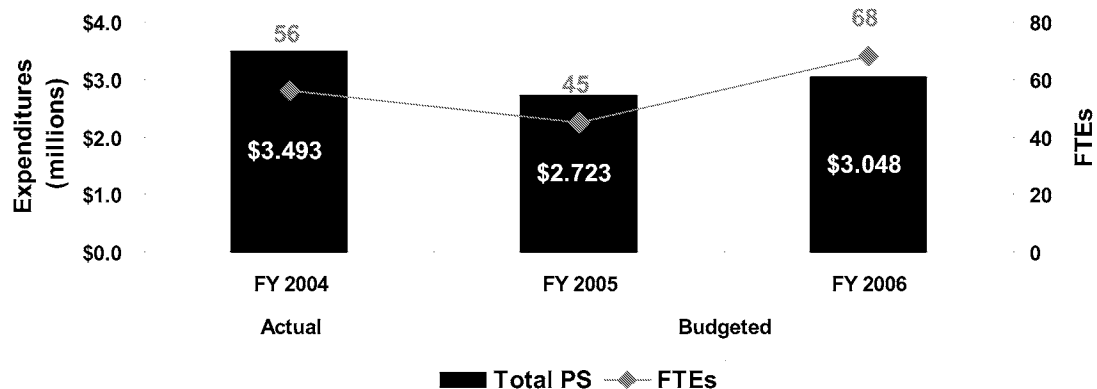
The purpose of the Financial Management Activity is to provide financial and budgetary information to department program/administrative units in order to ensure the appropriate collection/allocation, utilization and control of city resources.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Financial Management	Expenditures	\$2,671	\$3,015	\$3,288
	FTEs	56	45	68

Compensation

Personal Service expenditures are fluctuating across the three-year period: \$3.5 million in FY 2004; \$2.7 million in FY 2005; and \$3.0 million in FY 2006. FTEs are, likewise, fluctuating: 56 in FY 2004; 45 in FY 2005; and 68 in FY 2006.

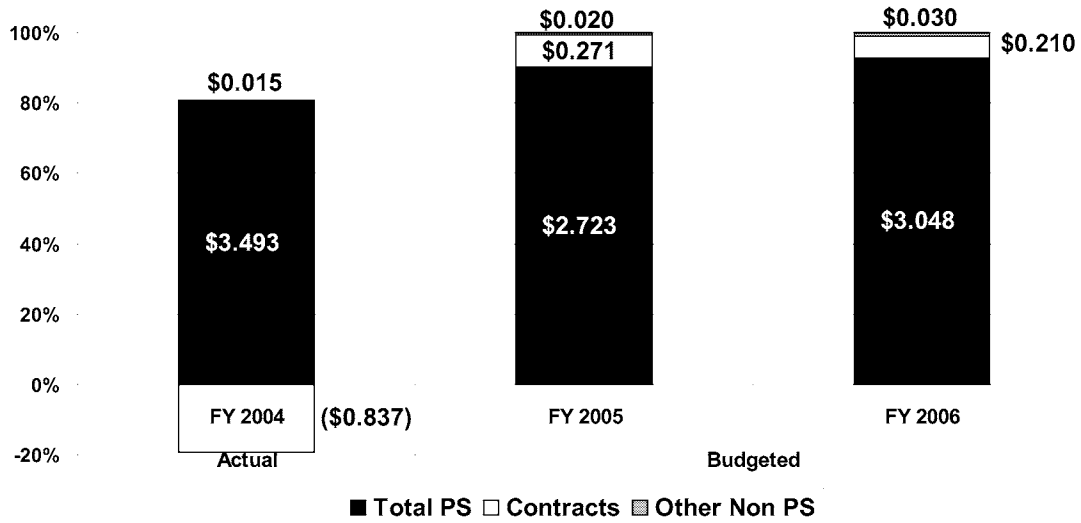
Personal Service Expenditures and FTEs, FY2004-FY2006



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Contract expenditures are represented in all three years presented here. In FY 2004, these expenditures were reported as a negative \$837,036; in the FY 2005 revised budget, contract expenditures were at approximately \$271,000 and approximately \$210,000 in the FY 2006 proposed budget. The majority of total expenditures across the three-year period are Personal Service expenditures: 81% (approximately \$3.5 million) in FY 2004, 90% (approximately \$2.7 million) in FY 2005 and 93% (approximately \$3.0 million) in FY 2006. DMH should review the accuracy of the FY 2004 figures.

Expenditure Distribution, FY2004-FY2006
(Expenditure Amounts in Millions)



Risk Management Activity

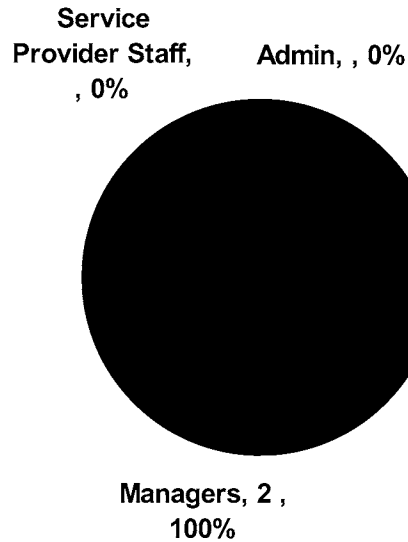
The purpose of the Risk Management Activity is to provide risk mitigation strategies and services to *(agency)* and its employees so they can avoid exposure to risks and reduce the likelihood of injury and related costs.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Risk Management	Expenditures	\$186	\$243	\$224
	FTEs	2	2	2

Employees

There are two (2) employees in the Risk Management Activity. Both are Managers.

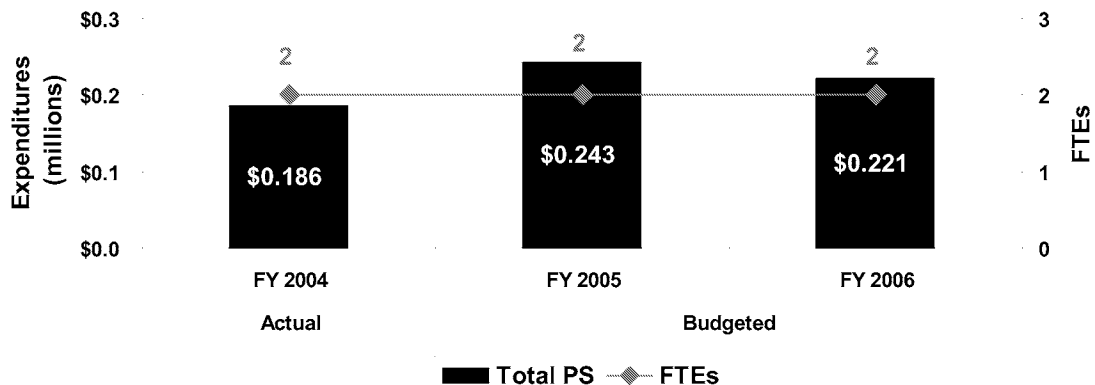
Positions by Span of Control, FY2006 (Category, Number, Percent)



Compensation

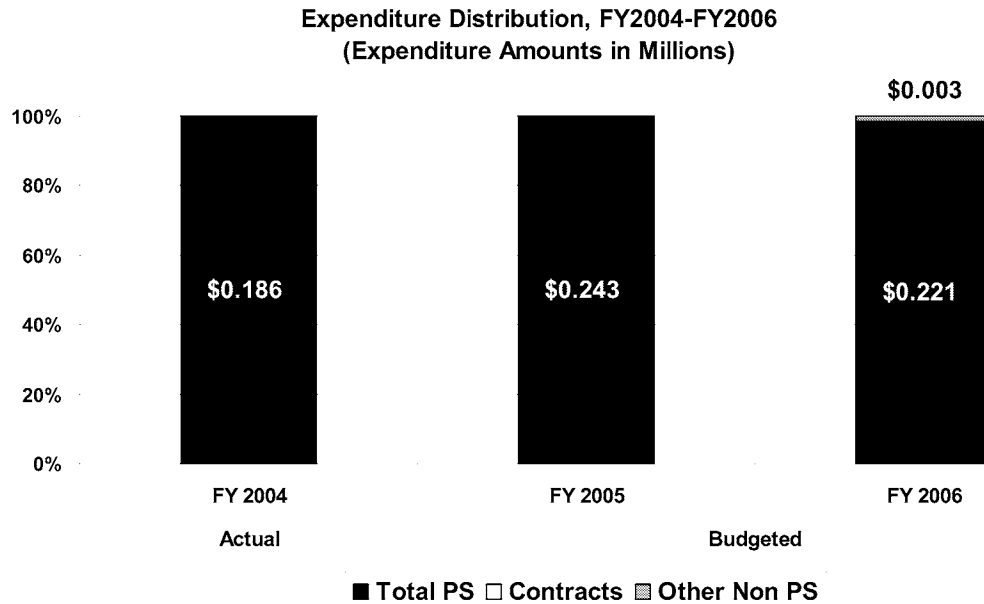
With FTEs at two (2) for each of the three years and Personal Service expenditures fluctuating from a FY 2004 actual of \$185,968 up 31% in FY 2005 and down nine percent (9%) in FY 2006, it seems there may be some error in allocating these dollars.

Personal Service Expenditures and FTEs, FY2004-FY2006



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

One hundred percent (100%) of total expenditures in FY 2004 and FY 2005 are made up of Personal Services and 99% of total expenditures in FY 2006 are Personal Service expenditures.



Legal Services Activity

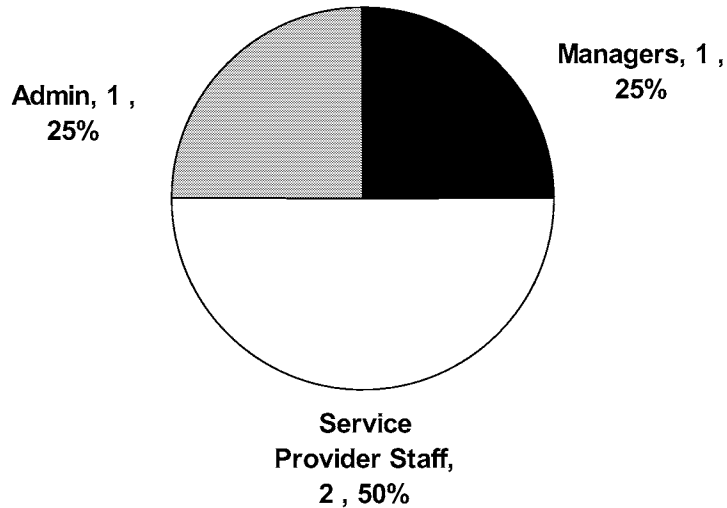
The purpose of the Legal Services Activity is to provide comprehensive legal services to the DMH so it can advance the interest of the department without infringing on the consumers.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Legal Services	Expenditures	\$180	\$693	\$854
	FTEs	4	3	4

Employees

Two (2, 50%) employees are Service Provider staff and there is one (1) Administrative Support staff member and one (1) Manager in the Legal Services Activity.

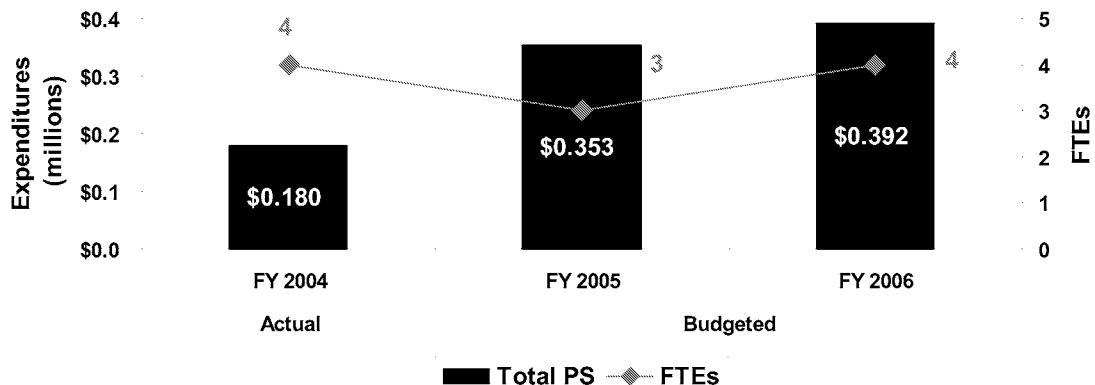
**Positions by Span of Control, FY2006
(Category, Number, Percent)**



Compensation

FTEs are fairly stable across the three-year period, with four (4) in FY 2004, three (3) in FY 2005 and four (4) projected for FY 2006. However, Personal Service expenditures are increasing across the period, rather than mirroring FTEs. Personal Service expenditures are projected to increase 97% from an FY 2004 actual of \$179,622 to a projected FY 2005 of approximately \$353,000. Overall from FY 2004 to FY 2006, compensation is budgeted to increase 118% to approximately \$392,000. These divergent facts should be reviewed for accuracy.

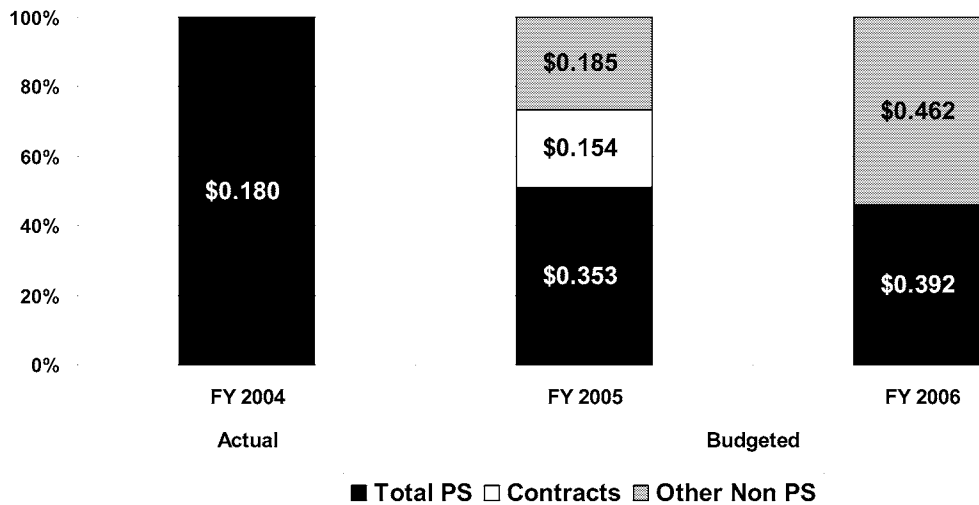
Personal Service Expenditures and FTEs, FY2004-FY2006



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Personal Service expenditures were the only expenses reported for FY 2004 (\$179,622). Contract expenditures account for 22% (approximately \$154,000) of the FY 2005 revised budget expenditures, with Other Non Personal Service (Supplies & Equipment, and Other) expenditures making up 27% of total expenditures and the remainder consisting of Personal Services. For FY 2006, the majority (54%) of expenditures are Other Non Personal Services Supplies & Equipment, and Other) expenditures. The remainder (46%) of FY 2006 expenses is Personal Services.

Expenditure Distribution, FY2004-FY2006
(Expenditure Amounts in Millions)



Fleet Management Activity

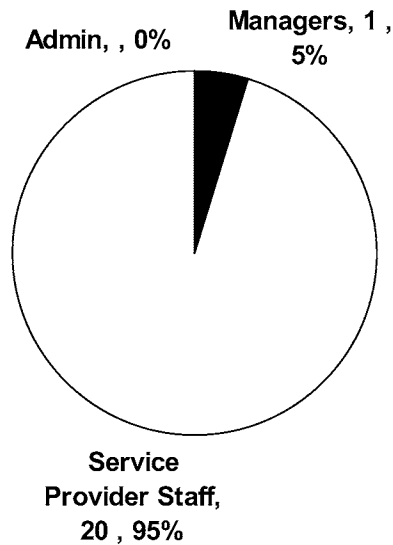
The purpose of the Fleet Management Activity is to provide new and replacement vehicle and equipment services, requested repair services, preventive and preparatory equipment maintenance services, and fuel, lubricant, and parts services to the department and other designated agencies so they can have the appropriate equipment/vehicles required to deliver timely and efficient services, can have safe, working vehicles in a timely manner, can have safe and reliable vehicles that are able to do the job, and can operate their vehicles/equipment required to deliver timely and efficient services.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Fleet Management	Expenditures	\$1,126	\$1,711	\$1,666
	FTEs	21	22	21

Employees

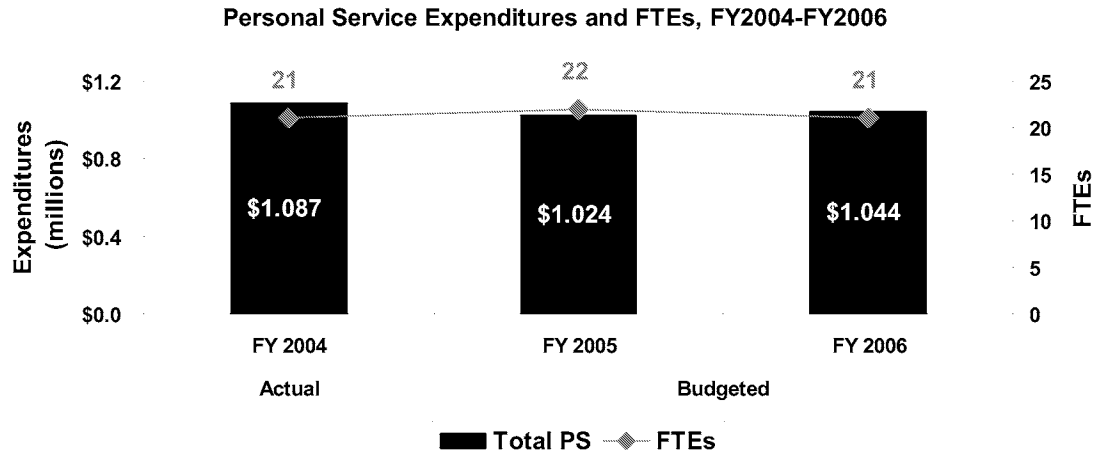
Fleet Management has 20 (95%) employees classified as Service Provider staff, and one (1) classified as a Manager.

Positions by Span of Control, FY2006
(Category, Number, Percent)



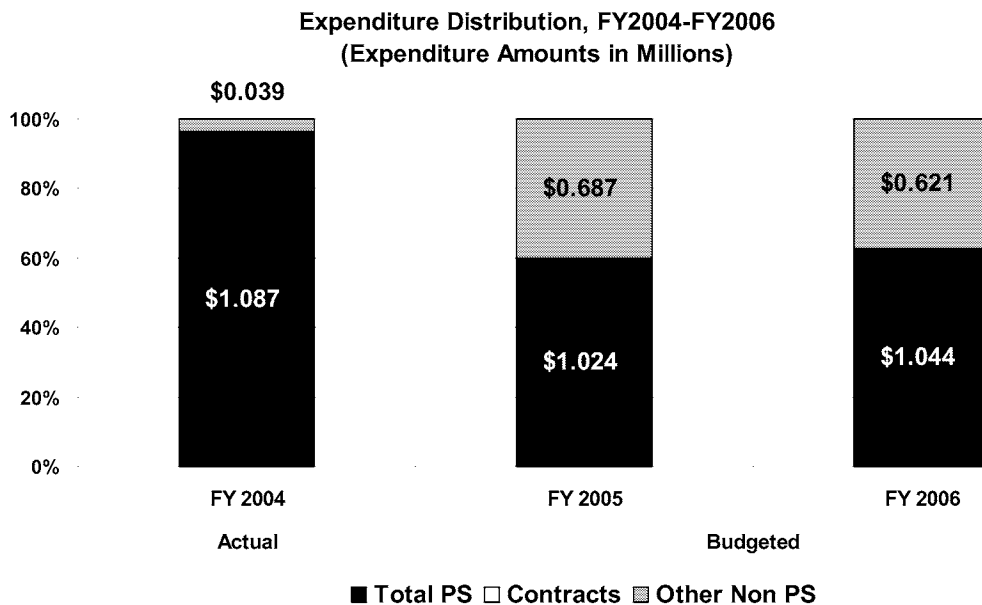
Compensation

Across the three-year period, compensation is decreasing slightly (4%) from FY 2004 (approximately \$1.1 million) to FY 2006 (approximately \$1.0 million). FTEs increased one (1) in FY 2005 to 22 from 21 in FY 2004, and then dropped back to 21 for FY 2006.



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Personal Service expenditures account for the majority of expenses across the three-year period: 97% of actual expenses in FY 2004; 60% of the revised budget expenditures for FY 2005; and 63% budgeted for FY 2006. Contract expenditures were not reported in any of the three years. Consequently, Other Non Personal Service (Supplies & Equipment, and Other) expenditures make up the remainder of expenses in each of the three years.



Communications Activity

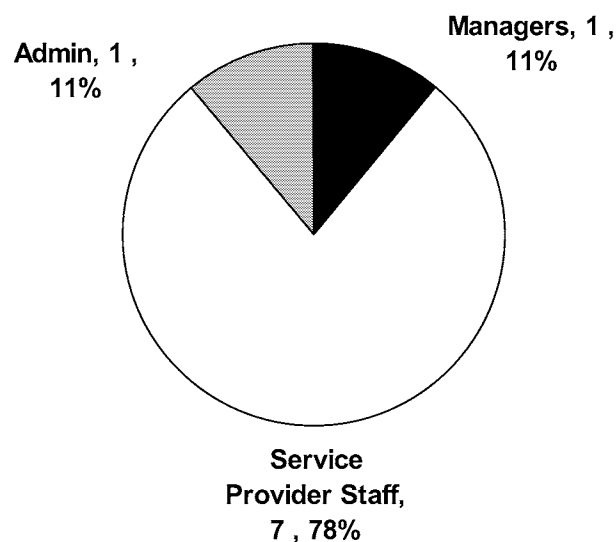
The purpose of the communications activity is to provide regular program communication services to the agency employees so they can have the knowledge and information they need to be effective in their jobs; and departmental information to the media, community associations, residents, and elected officials to increase public awareness of departmental programs, issues and challenges.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Communications	Expenditures	\$186	\$274	\$326
	FTEs	6	6	8

Employees

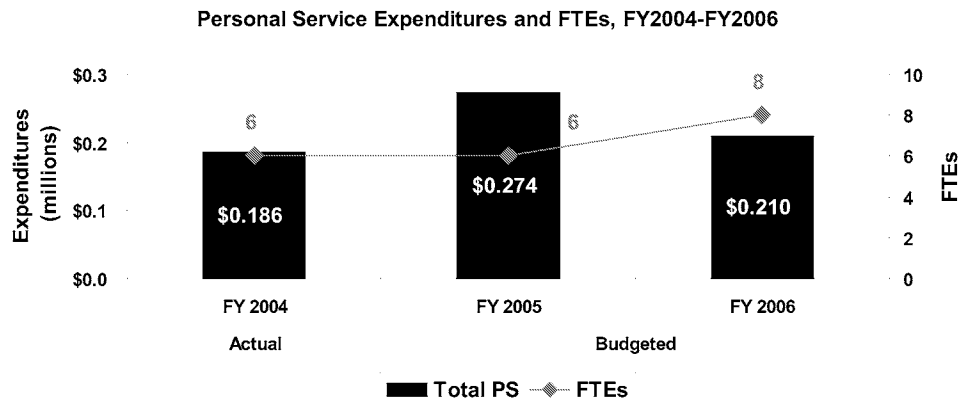
For FY 2006, the Communications Activity reports 78% (7) employees as Service Providers, which leaves one (1) Administrative Support staff member and one (1) Manager. However, as noted in the table above, the FY 2006 proposed budget reports eight (8) FTEs.

**Positions by Span of Control, FY2006
(Category, Number, Percent)**



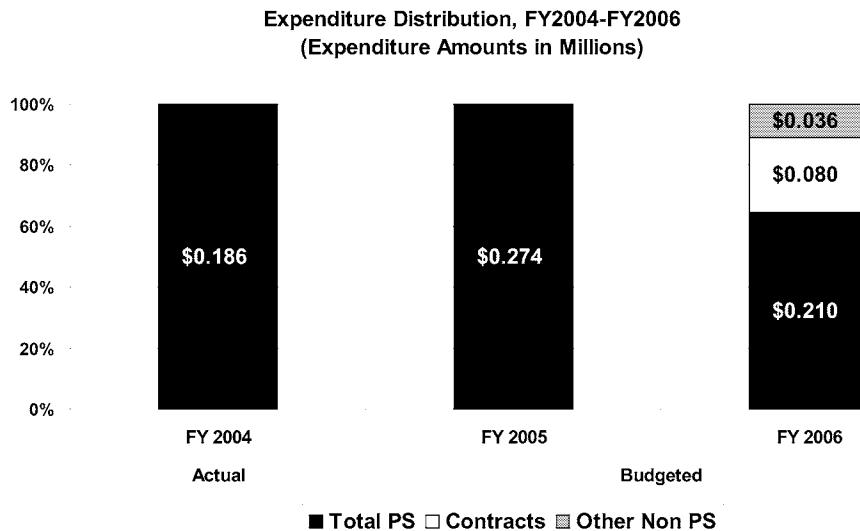
Compensation

Compensation is projected to fluctuate up 47% (to approximately \$274,000) for FY 2005 and down 23% for FY 2006 (to approximately \$210,000) from approximately \$186,000 for FY 2004, while FTEs increase 33% from six (6) in both FY 2004 and FY 2005 to eight (8) in FY 2006. This irregular pattern suggests Personal Service expenditures may be misallocated of across the three-year period.



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Both FY 2004 (approximately \$186,000) and FY 2005 (approximately \$274,000) expenditures consist entirely of Personal Services. Supplies & Equipment should also be allocated across these two years to cover the employees in the activity. FY 2006 total expenditures are made up of Personal Services at 64% (approximately \$210,000), Contract expenditures of 25% (approximately \$80,000) and 11% (approximately \$36,000) is Other Non Personal Service (Other) expenditures.



Customer Services Activity

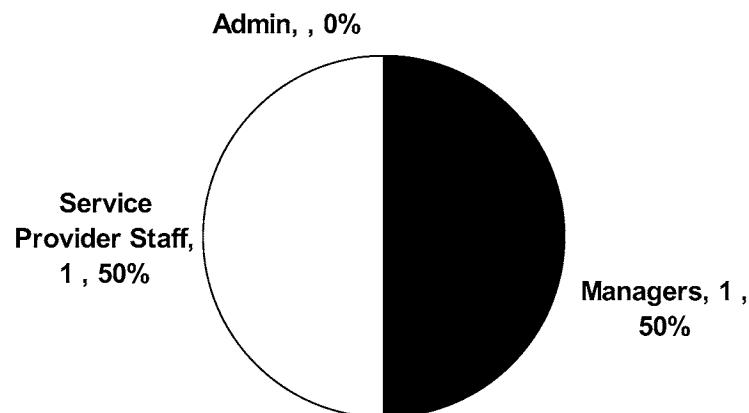
The purpose of the customer service activity is to implement the District's customer service standards so that customers can access and receive department services in a satisfactory professional, responsible and timely manner.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Customer Services	Expenditures	\$386	\$341	\$60
	FTEs	2	2	0

Employees

For FY 2006 Span of Control data, there are two (2) employees budgeted for FY 2006 in the Customer Services Activity. One (1) employee is Service Provider and the other is a Manager. However, as noted in the table above, no FTEs were reported in FY 2006.

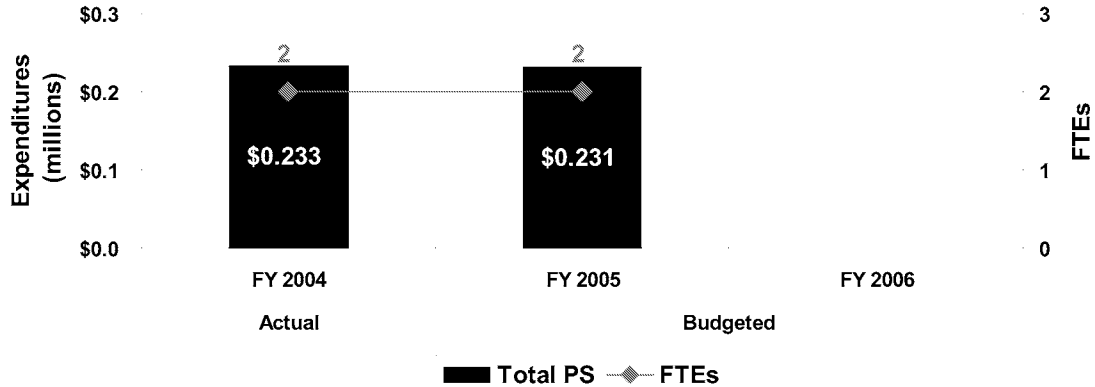
Positions by Span of Control, FY2006 (Category, Number, Percent)



Compensation

Personal Service expenditures and FTEs were not recorded in the data call for FY 2006, although the Employees (Span of Control) data reported above noted two (2) employees for FY 2006. Both FY 2004 and FY 2005 note two (2) FTEs and comparable Personal Service expenditures (approximately \$233,000 for FY 2004 and \$231,000 for FY 2005).

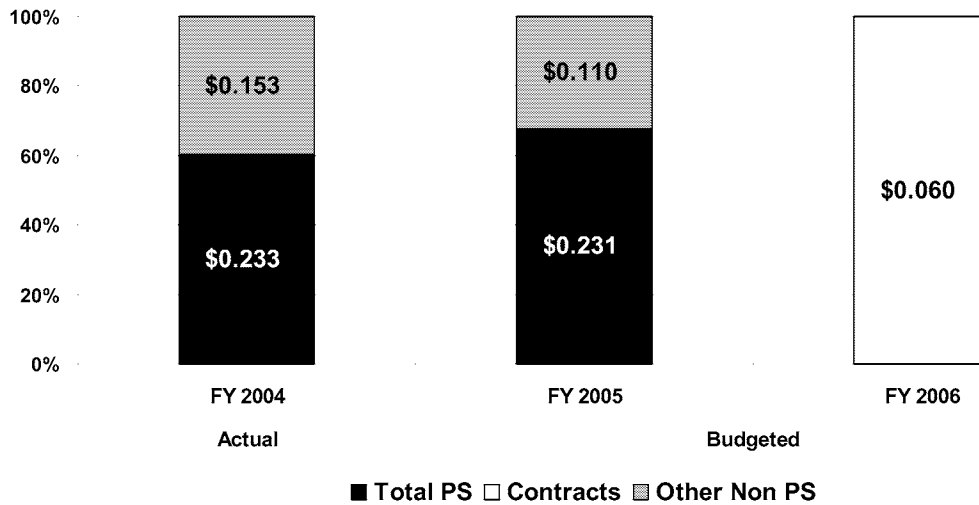
Personal Service Expenditures and FTEs, FY2004-FY2006



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Contract expenditures were not reported for FY 2004 and FY 2005, although Contracts are reported to constitute 100% of budgeted expenditures for FY 2006. Personal Service expenditures make up 60% and 67%, respectively, for FY 2004 and FY 2005, with the remainder of the expenses reported as Other Non Personal Service expenditures for FY 2004 (Other) at approximately \$153,000 and for FY 2005 (Supplies & Equipment) at approximately \$110,000.

Expenditure Distribution, FY2004-FY2006
(Expenditure Amounts in Millions)



Performance Management Activity

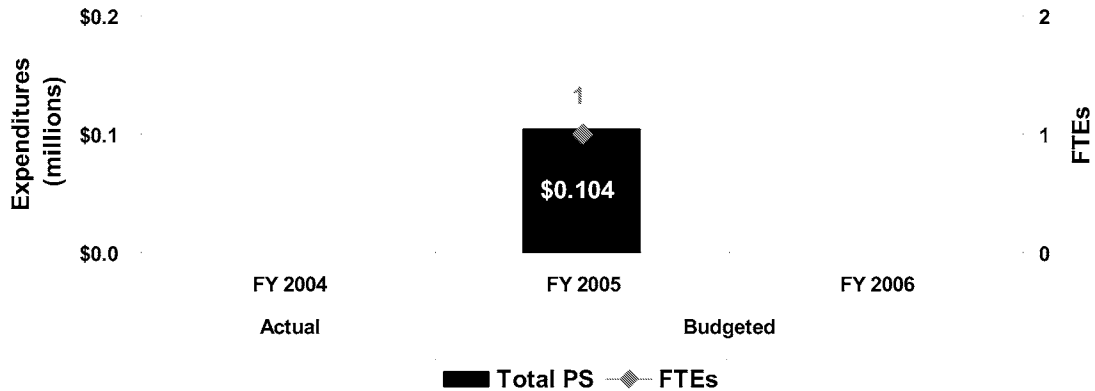
The purpose of the Performance Management activity is to provide performance reporting and evaluation services to the Mayor, Council, Congress and the general public so they can assess the extent to which District agencies achieve their strategic goals and performance targets.

Total Expenditures (\$000's) and FTEs		FY 2004 Actual	FY 2005 Revised	FY 2006 Proposed
Performance Management	Expenditures	\$0	\$104	\$0
	FTEs	0	1	0

Compensation

Personal Service expenditures and FTEs were not reported for either FY 2004 or FY 2006. For the FY 2005 revised budget, Personal Service expenditures are approximately \$104,000 for one (1) FTE.

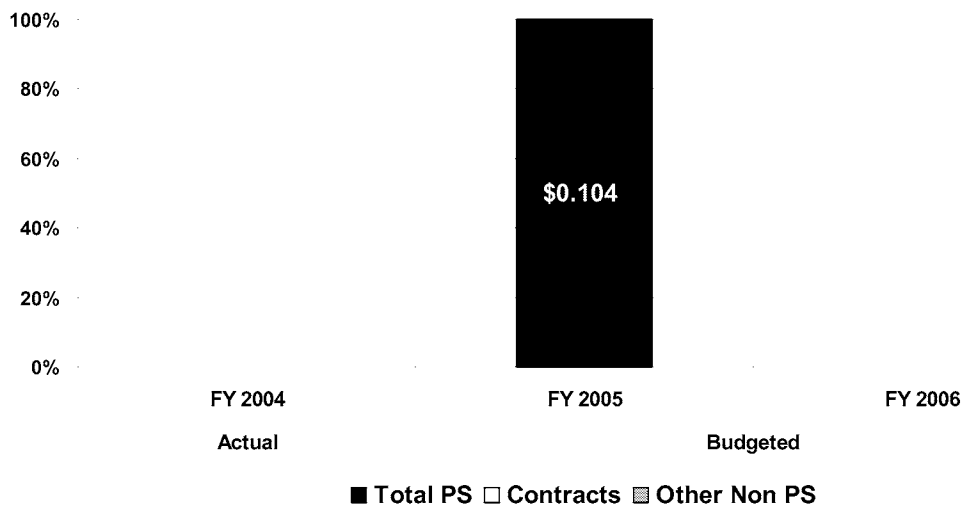
Personal Service Expenditures and FTEs, FY2004-FY2006



Expenditures (FY 2004 Actual and FY 2005 – FY 2006 Budgeted)

Apparently, the entire FY 2005 revised budget is made up on Personal Service expenditures as no other expenditures (Contracts and Other Non Personal Service expenditures) were reported.

Expenditure Distribution, FY2004-FY2006 (Expenditure Amounts in Millions)



Financial Operations

The purpose of Financial Operations is to provide financial and budgetary information to department program/administration units in order to ensure the appropriate collection/allocation, utilization and control of city resources. These